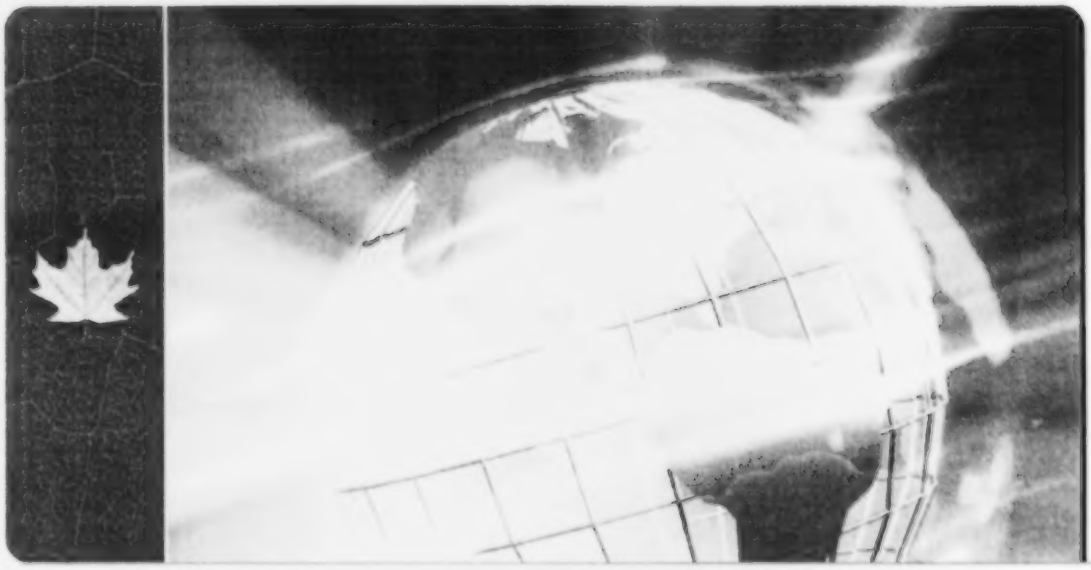
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada

Report on Plans and Priorities

CITIZENSHIP AND IMMIGRATION CANADA

2010–2011



RPP

The Honourable Jason Kenney, PC, MP
Minister of Citizenship, Immigration and Multiculturalism

Canada

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SECTION I
Overview

Message from the Minister

I am pleased to present the 2010–2011 Report on Plans and Priorities for Citizenship and Immigration Canada (CIC).

The Government of Canada is committed to maintaining Canada's tradition of welcoming newcomers from around the world. While other countries scale back immigration during these tough economic times, we are building on our Action Plan for Faster Immigration and maintaining our historically-high immigration levels. The recent economic downturn appears to have been short-term, and our long-term labour force growth and economic health depend, in large part, on immigration.

In order to support our economy as it recovers from the downturn, our Government plans to capitalize on Canada's status as a destination of choice for newcomers and focus its immigration plan for 2010 on economic immigration. We will also maintain our commitment to family reunification and continue to uphold Canada's proud humanitarian tradition by offering protection in Canada to genuine refugees.

We are, however, committed to protecting the integrity of Canada's asylum system against those who would abuse it, and to doing so in a way that respects both our domestic and international obligations. To achieve this, CIC will propose ways to streamline the asylum system and enable faster decisions and removals of failed claimants, as well as ways to better support refugees as they start new lives in Canada.

We will also continue our efforts to promote and strengthen the value of Canadian citizenship. That process took a major step forward in 2009, when we unveiled *Discover Canada*, a new study guide for Canadian citizenship that is more comprehensive in scope and whose strong focus on Canadian values, history, symbols and institutions captured the attention and the imagination of many in Canada.

Building on *Discover Canada*, we will develop and implement a revised citizenship test to strengthen the value of Canadian citizenship by emphasizing not only the rights it confers, but also the responsibilities it entails. We will also pursue ways to more forcefully deal with cases of citizenship fraud.

In response to our ever-increasing diversity and to ensure that our Multiculturalism Program reflects the needs of all Canadians by promoting integration, the Government of Canada has implemented three policy objectives for the Program: building an integrated, socially-cohesive society; making institutions more responsive to the needs of Canada's diverse population; and engaging in international discussions on multiculturalism and diversity.

As part of implementing these objectives, the Government will continue to combat all forms of racism, including anti-Semitism. As a full member of the Task Force for International Cooperation on Holocaust Education, Remembrance and Research (ITF), Canada is increasing public awareness of genocide and developing learning opportunities about the Holocaust.

Building on our membership in the ITF, we support the London Declaration on Combating Antisemitism, and we look forward to the next conference of the Inter-parliamentary Coalition for Combating Antisemitism, which is to take place in Canada in 2010.

Our Government remains committed to helping newcomers settle and succeed in Canada, and fully participate in the economy and all aspects of Canadian society. To do so, we will continue to support the settlement and integration of newcomers to Canada by implementing a modernized approach with innovative programs and initiatives – such as our ongoing "Language Training Vouchers" pilot project – that respond to the needs of newcomers. At the same time, we will undertake a review of settlement and integration programming to ensure that we are achieving the best possible results.

A major challenge in the settlement process is to ensure that internationally educated professionals can find work in their fields once in Canada. To help achieve this objective, the Foreign Credentials Referral Office will continue to develop tools and initiatives to help newcomers and prospective immigrants, often while they are still overseas, to obtain information on Canada's accreditation processes and labour market conditions.

The Government is also committed to improving the Temporary Foreign Worker Program to protect foreign workers and live-in caregivers from potential abuse and exploitation. To achieve this, we have proposed new penalties for employers who fail in their commitments to their employees. We have also proposed measures to make the Live-in Caregiver Program more flexible and make it easier for live-in caregivers to obtain permanent residence.

Canada is among the most ethnically, culturally, and religiously diverse countries in the world. Our challenge is to ensure unity in our diversity. The Government of Canada is proud of the contributions that all communities make to the social, civic, cultural, and economic fabric of this country and of the efforts all Canadians make to welcome and encourage newcomers' full participation in our society.

As Minister of Citizenship, Immigration and Multiculturalism, I am confident that we will meet our objectives and ensure that ours remains a society where Canadians of all origins and backgrounds have an equal opportunity to contribute and succeed.

I would like to thank the staff of CIC in all of the department's offices and areas of responsibility for their efforts to ensure Canada continues to attract the world's best.

The Honourable Jason Kenney, PC, MP
Ministre de la Citoyenneté, de l'Immigration et du Multiculturalisme

Raison d'être

In the first years following Confederation, Canada's leaders had a powerful vision: to connect Canada by railway and make the West the world's breadbasket and the foundation for the country's economic prosperity. Achieving this meant quickly populating the Prairies, leading the Government of Canada to establish its first national immigration policies.

Over the last 150 years, immigrants have been a driving force in Canada's nationhood and its economic prosperity—as farmers settling lands, as workers in factories fuelling industrial growth, as entrepreneurs, and as innovators who help make Canada competitive in the global, knowledge-based economy.

Responsibilities

Citizenship and Immigration Canada (CIC)[1] selects foreign nationals as permanent and temporary residents and offers Canada's protection to refugees. The Department develops Canada's admissibility policy, which sets the conditions for entering and remaining in Canada; it also conducts, in collaboration with its partners, the screening of potential permanent and temporary residents to protect the health, safety and security of Canadians. Fundamentally, the Department builds a stronger Canada by helping immigrants and refugees settle and fully integrate into Canadian society and the economy, and by encouraging and facilitating their ultimate acquisition of Canadian citizenship. CIC has 46 in-Canada points of service and 85 points of service in 72 countries.

CIC's broad mandate is derived from the *Department of Citizenship and Immigration Act*. The Minister of Citizenship and Immigration is responsible for the *Citizenship Act* of 1977 and shares responsibility with the Minister of Public Safety for the *Immigration and Refugee Protection Act* (IRPA), which came into force following major legislative reform in 2002. CIC and the Canada Border Services Agency (CBSA)[2] support their respective ministers in the administration and enforcement of IRPA. The organizations work collaboratively to achieve and balance the objectives of the immigration and refugee programs.

Jurisdiction over immigration is a shared responsibility between the federal and provincial governments under section 95 of the *Constitution Act, 1867*. Under IRPA and the *Department of Citizenship and Immigration Act*, the Minister of Citizenship and Immigration, with the approval of the Governor in Council, has signed agreements with the provinces and territories to facilitate the coordination and implementation of immigration policies and programs.

On October 30, 2008, responsibility for administration of the *Canadian Multiculturalism Act* was transferred to CIC from the Department of Canadian Heritage. Under the Act, CIC promotes the full and equitable participation of individuals and communities in all aspects of Canadian society, and helps to eliminate barriers to that participation.

[1] For more information on CIC's programs, see **www.cic.gc.ca**.
[2] For more information on CBSA, see **www.cbsa-asfc.gc.ca**.

Strategic Outcomes and Program Activity Architecture

CIC's three strategic outcomes describe the long-term results that the Department's programs are designed to achieve. The Department's Program Activity Architecture (PAA), summarized below, is a reporting framework that provides an inventory of departmental program activities and links them to CIC's three strategic outcomes. The PAA also provides a foundation for financial and performance reporting to Parliament. In 2009–2010, CIC adjusted its PAA to include the Multiculturalism Portfolio.

Strategic Outcomes	Program Activities	Program Sub-activities
1. Migration that significantly benefits Canada's economic, social and cultural development, while protecting the health, safety and security of Canadians	1. Immigration Program	1.1 Immigration policy and program development 1.2 Selection and processing of permanent residents 1.3 Processing of Permanent Resident Cards
	2. Temporary Resident Program	2.1 Temporary resident policy and program development 2.2 Selection and processing of temporary residents
2. International recognition and acceptance of the principles of managed migration consistent with Canada's broader foreign policy agenda, and protection of refugees in Canada	3. Canada's role in international migration and protection	3.1 International migration policy development 3.2 Contributions to international organizations
	4. Refugee Program	4.1 Refugee policy and program development 4.2 Selection and processing of resettled protected persons (government-assisted refugees and privately sponsored refugees) 4.3 Processing of asylum applicants 4.4 Pre-removal risk assessment 4.5 Interim Federal Health Program
3. Successful integration of newcomers into society and promotion of Canadian citizenship	5. Integration Program	5.1 Settlement/resettlement policy and program development 5.2 Foreign Credentials Referral Office 5.3 Settlement Program 5.4 Grant to Quebec for the Canada–Quebec Accord 5.5 Immigration Loan Program 5.6 Resettlement Assistance Program
	6. Citizenship Program*	6.1 Citizenship policy and program development 6.2 Citizenship processing 6.3 Citizenship promotion 6.4 Multiculturalism: Engagement and Inclusion

* After the transfer of the Multiculturalism Portfolio from the Department of Canadian Heritage to CIC, 6.4 Multiculturalism: Engagement and Inclusion was added to the Citizenship Program. CIC is currently revising its PAA, with further adjustments to be made in 2010–2011 to identify multiculturalism at the program activity level.

Planning Summary

Financial Resources ($ millions)		
2010–2011	2011–2012	2012–2013
1,561.7	1,549.6	1,556.6

Human Resources (Full-time Equivalents)		
2010–2011	2011–2012	2012–2013
4,015	3,953	3,972

Explanation of change: Planned spending for the Department decreases by a total of $12 million in 2011–2012 compared to the previous year. Although there is an increase in funding to modernize the immigration system and manage the backlog, and for the biometrics project, these increases have been offset by a decrease in the Refugee Program planned spending related to the Interim Federal Health Program.

In 2012–2013, planned spending increases by $7 million, mainly due to additional funding for the Temporary Resident Biometrics project.

Strategic Outcome 1: Migration that significantly benefits Canada's economic, social and cultural development, while protecting the health, safety and security of Canadians

Performance Indicators	Targets
Income from all sources (investment, employment earnings, self-employment and employment insurance) for skilled worker principal applicants after three years compared to Canadian benchmark	Principal applicant income is stabilized and/or improved relative to the Canadian benchmark by 2012

Program Activity	Expected Results	Forecast Spending ($ millions)	Planned Spending ($ millions)			Alignment to Government of Canada Outcomes[1]
		2009–2010	**2010–2011**	2011–2012	2012–2013	
1. Immigration Program	The arrival of permanent residents who contribute to Canada's economic, social and cultural development; and the protection of the health, safety and security of Canadians	134.1	**129.4**	136.2	139.3	**ECONOMIC** Strong economic growth
2. Temporary Resident Program	The arrival of temporary residents who contribute to Canada's economic, social and cultural development; and the protection of the health, safety and security of Canadians	100.3	**114.2**	109.8	119.4	**ECONOMIC** Strong economic growth
Total		**234.4**	**243.6**	**246.0**	**258.7**	

[1] For more information on the Government of Canada outcomes, visit www.tbs-sct.gc.ca/ppg-cpr/frame-cadre-eng.aspx.

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Strategic Outcome 2: International recognition and acceptance of the principles of managed migration consistent with Canada's broader foreign policy agenda, and protection of refugees in Canada	
Performance Indicators	**Targets**
Number of protected persons and Convention refugees granted permanent residence	19,600 to 26,000 persons, as identified in the 2010 immigration plan
Percentage of positions initiated or supported by Canada that are eventually reflected in international policy debate	CIC responds to ad hoc requests

Program Activity	Expected Results	Forecast Spending ($ millions)	Planned Spending ($ millions)			Alignment to Government of Canada Outcomes
		2009–2010	**2010–2011**	2011–2012	2012–2013	
3. Canada's role in international migration and protection	Canada influences the international policy debate as part of its responsibilities with respect to international migration and refugee protection	4.0	**4.0**	4.0	4.0	**INTERNATIONAL** A safe and secure world through international cooperation
4. Refugee Program	Persons in need of protection and Convention refugees are protected by Canada by upholding our international obligations and humanitarian traditions, while protecting the health, safety and security of Canadians	127.3	**102.4**	80.3	80.3	**INTERNATIONAL** A safe and secure world through international cooperation
Total		**131.3**	**106.4**	**84.3**	**84.3**	

Strategic Outcome 3: Successful integration of newcomers into society and promotion of Canadian citizenship	
Performance Indicators	**Targets**
Income from all sources (investment, employment earnings, self-employment and employment insurance) for all immigration categories after five years and after 10 years, compared to Canadian benchmark	Improvement in immigrant incomes relative to Canadian average by 2012
Social participation measured by donor and volunteer rates	Maintain or improve on current levels of 80% giving and 20% volunteerism by immigrants
Increased participation of new and established Canadians in citizenship events	15% of citizenship events will be held off-site annually by 2011

Program Activity	Expected Results	Forecast Spending ($ millions)	Planned Spending ($ millions)			Alignment to Government of Canada Outcomes
		2009–2010	**2010–2011**	2011–2012	2012–2013	
5. Integration Program	Newcomers contribute to the economic, social and cultural development needs of Canada	997.2	**1,013.4**	1,023.2	1,023.2	**SOCIAL** A diverse society that promotes linguistic duality and social inclusion
6. Citizenship Program	Citizens' full participation in Canadian society	73.2	**62.0**	60.8	54.5	**SOCIAL** A diverse society that promotes linguistic duality and social inclusion
Total		1,070.4	**1,075.4**	**1,084.0**	**1,077.7**	
7. Internal Services		143.7	**136.3**	135.3	135.9	
All Program Activities						
Total Planned Spending		**1,579.8**	**1,561.7**	**1,549.6**	**1,556.6**	

Strategic Outcome 2: International recognition and acceptance of the principles of managed migration consistent with Canada's broader foreign policy agenda, and protection of refugees in Canada	
Performance Indicators	**Targets**
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Departmental Operational and Management Priorities

The Department's management agenda for 2010–2011 will focus on the following operational and management priorities to support the achievement of CIC's strategic outcomes.

Operational Priority	Type	Links to Strategic Outcomes
Integrating policy across departmental activities	Ongoing	Strategic outcomes 1, 2, 3

Description

Enhancing policy integration ensures CIC is ready to meet new and emerging challenges across the immigration, refugee, citizenship and multiculturalism programs in an efficient, effective and coherent manner. In 2010–2011, CIC will work with federal, provincial and territorial partners and stakeholder groups to define the long-term vision for economic immigration and to better align future immigration levels planning, selection processes and settlement interventions with this vision. As well, a 2010–2015 Strategic Plan will provide concrete directions and options to address horizontal policy challenges.

Operational Priority	Type	Links to Strategic Outcomes
Improving client service	Ongoing	Strategic outcomes 1, 2, 3

Description

As part of its ongoing efforts to improve client service and realize operational efficiencies, in 2008–2009, CIC adopted a framework aimed at transforming service delivery by leveraging technology, partnerships, global and domestic networks, resources and people while strengthening program integrity and security. The result will be the delivery of quality services and programs that are effective, efficient and timely.

Implement the Service Innovation Framework

In 2010–2011, CIC will continue to implement its service innovation framework so that services and programs are more integrated, responsive and easily accessible around the world. CIC will continue to set service standards, and develop baseline data and performance indicators to measure and report performance. To enhance access to CIC services and improve application processing, CIC will continue to develop partnerships with other government departments and agencies and with service providers.

Continue to Develop E-Services

CIC launched its e-channel[1] in June 2008. In the e-channel's initial phase, electronic services were offered to both applicants and partners involved in the Off-Campus Work Permit Program. The e-channel currently supports applicants in Canada who apply for temporary resident services—virtually all applicants are now able to apply for CIC services on-line, representing 25 percent of all temporary resident service volumes globally. A significant percentage of applicants have chosen the e-Application over the traditional paper process. More than 80 percent of the off-campus work permit applicants use this method and half of all study permit applications are now electronic. This results in efficiencies and cost advantages to CIC while it offers applicants additional convenience and faster processing times.

[1] For more information, see www.cic.gc.ca/english/e-services/index.asp

The e-channel is being extended progressively, one service at a time. In 2010–2011, new releases will allow overseas students from a limited number of countries not requiring medical examinations or visas to apply for a study permit on-line, and allow International Experience Canada initiative participants from selected countries to apply on-line for their work permit. These applications will be processed in Canada and, depending upon uptake, may represent up to four percent of all temporary resident applications submitted abroad. Work will advance on an Integrated Payment Solution, which will allow overseas applicants to pay for CIC's services on-line with a credit card.

Building a Global Network of Visa Application Centres

Since 2005, the Government of Canada has contracted with private service providers to operate visa application centres (VACs) that deliver a range of visa services to applicants in 35 locations in 17 countries from Asia, Africa, Eastern Europe and, more recently, Mexico. During 2010–2011, the Department will develop a plan to implement an expanded global service delivery network of VACs, which will enhance service delivery by providing visa applicants easier access to services closer to home.

Management Priority	Type	Links to Strategic Outcomes
Global Case Management System	Previously Committed to	Strategic outcomes 1, 2, 3 (enabling)

Description

The Global Case Management System (GCMS)[1] is CIC's secure electronic business platform that will integrate citizenship and immigration data worldwide. It is integral to improving citizenship and immigration services, maintaining program integrity and strengthening the security of Canada. First introduced in September 2004, GCMS is already being used to process 200,000 applications annually for Canadian citizenship and proof of citizenship. The GCMS project is now in its second phase, focusing on visa offices overseas, where the vast majority of applicants first seek CIC services. An independent review, completed in June 2009, confirmed that the technology is sound, the schedule is achievable and the initiative is on track.

GCMS is helping CIC move toward an increasingly integrated and virtual business model. Once GCMS is fully in place, CIC can move to a modern, flexible service delivery network, allowing for informed decisions to be made regardless of where an applicant applies or where the paper application is located. The system will enhance CIC's reporting capability to assist in detecting fraud. GCMS also lays the foundation to support future business improvements and technology innovation, such as the introduction of e-services and improved identity management through biometrics. In June 2010, the first visa office overseas will begin using the new version of GCMS. Once fully implemented in March 2011, GCMS will provide a single integrated processing capability for all citizenship and overseas immigration applications.

[1] More information on the GCMS can be found in the "Status Report on Major Crown Projects" table at www.tbs-sct.gc.ca/rpp/2010-2011/info/info-eng.asp.

Management Priority	Type	Links to Strategic Outcomes
People management	Ongoing	Strategic outcomes 1, 2, 3 (enabling)

Description

Building the work force of the future remains a key departmental priority. In keeping with the Clerk of the Privy Council's Public Service Renewal agenda and the Deputy Minister's accountability for people management, CIC will focus on effective, efficient and prudent management of its people through integrated planning, recruitment, employee development and an enabling infrastructure. In support of this priority, some of CIC's commitments for 2010–2011 are to:

- improve the integration of human resources with business and financial planning, including providing managers with a demographic analysis and identifying trends and recommendations for the recruitment, development and advancement of employees;
- implement targeted recruitment of post-secondary graduates, as well as recruitment and retention strategies, to increase representation of employment equity groups;
- develop and implement an integrated and coordinated approach to the assessment, development and delivery of training to support CIC's business requirements and employee development; and
- develop and implement a departmental change management strategy to ensure that employees are prepared to help the Department achieve its strategic objectives.

Management Priority	Type	Links to Strategic Outcomes
Integrated decision-making processes	New	Strategic outcomes 1, 2, 3 (enabling)

Description

CIC is integrating its decision-making processes to ensure greater emphasis on the outcomes the Department is trying to achieve. CIC will:

- realign its programs and activities to strengthen the contributions they make to achieving intended outcomes, by developing an outcomes-focused vision and a strategic plan to help ensure programs and activities work together to deliver on Canada's immigration, refugee, citizenship and multiculturalism objectives;
- implement a sustainable development framework and policy that will include economic, social, environmental and equity considerations; and
- strengthen the risk management aspects of departmental decision making through an updated Integrated Risk Management Framework and a new Policy on Integrated Risk Management.

Risk Analysis

In the face of a global economic downturn, CIC has focused on modernizing the immigration system to maximize its contribution to Canada's economic growth. At the same time, the Department must balance its long-standing commitments to unite families, uphold Canada's international humanitarian obligations, and protect the health, safety and security of Canadians. CIC must meet these demands while ensuring public and international confidence in the integrity of Canada's immigration and refugee programs. To achieve these objectives, CIC must manage a number of known and emerging risks.

Given Canada's aging population, economic growth will require that Canada admit new immigrants to meet labour market demand. The challenge, however, is getting the right immigrants with the right skills, including language

skills, which is a strong predictor of successful integration. Increased competition from other countries with managed migration systems is making it even more challenging to attract the highly skilled immigrants Canada wants and needs. To maintain Canada's competitive edge, CIC must ensure its selection process is responsive to labour market realities and promotes better economic outcomes for newcomers. The Department must also work with provinces and territories to develop communities that are welcoming to newcomers and to ensure that eligible students and skilled temporary workers are aware of permanent immigration opportunities in Canada.

Growing international migration has increased the possibility of Canadians being exposed to disease outbreaks, infectious diseases, acts of terrorism and transnational organized crime. A range of mitigating strategies has been adopted across government and with international partners to reduce the possibility of these threats impacting the Canadian population.

The integrity of the Immigration Program is being put at risk by sponsor or applicant misrepresentation, document or identity fraud, and the perceived abuse of the in-Canada refugee protection system. To meet this challenge, CIC must work with various stakeholders to proactively identify and act on integrity concerns. As well, the Department must continue to refine the design and use of its documents and systems, provide anti-fraud training to citizenship and immigration officers, and enhance and enforce procedures related to storage, use and handling of departmental controlled forms.

Once immigrants arrive in Canada, they must have the opportunity to integrate into the work force and society as a whole. By ensuring this integration, CIC helps them contribute to the country's social, civic, cultural and economic development. Canada faces various challenges related to integration, including concern over declining economic outcomes for newcomers.[1] In response, CIC must continue to work with its partners to develop and improve short- and long-term integration programs for all immigrant communities, including services that promote the rights and responsibilities of citizenship, offer language and orientation education, and support successful integration into the Canadian work force. Effective integration of newcomers lowers the risk of alienation and helps build a socially cohesive, integrated society based on equality of opportunity. If newcomers are not able to integrate effectively, they will face increased risk of poverty, marginalization and other negative outcomes.

The Refugee Program faces a number of risks, including increasing abuse and a growing backlog. In response, CIC is working with partners to improve the asylum system to arrive at final decisions more rapidly, provide protection to those who need it, ensure faster removals to those who do not need protection, and make the system less vulnerable to abuse.

As Canada maintains high levels of immigration and its population becomes increasingly diverse, it is important to continue fostering strong social cohesion and Canadian identity. Both newcomers and Canadian society as a whole must emphasize long-term integration and improved intercultural understanding. It is vital that the country welcome newcomers into Canadian society and communities. Although Canadians' support for immigration remains high, there are concerns related to immigration levels and increasing diversity, especially in the context of a global economic downturn, continuing international terrorist threats and harmful cultural practices at home. To respond, CIC continues work on multiculturalism initiatives that focus on engagement and inclusion, instil multicultural understanding, recognize multiculturalism as a fundamental Canadian value, and support the removal of barriers that prevent full participation in Canadian society. The Department continues to lead the Welcoming Communities Initiative to help communities meet social and economic challenges in collaboration with provinces and territories.

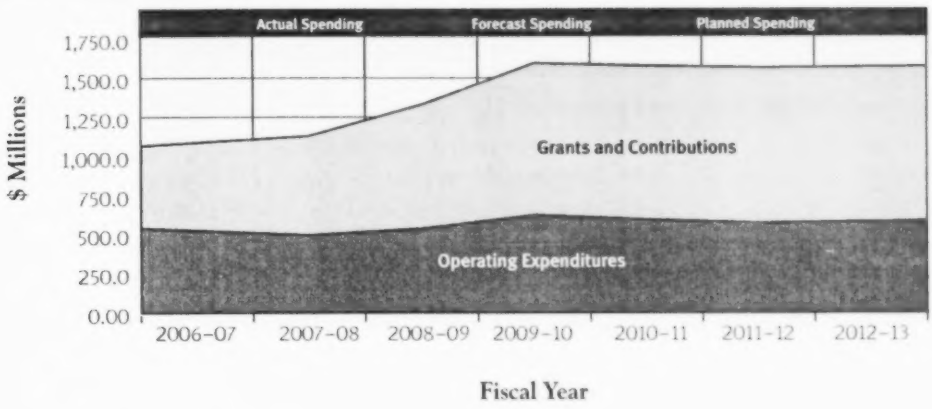
CIC has introduced many reforms to its programs over the past few years to make them more flexible and responsive to labour market needs and to enhance operational integrity and efficiency. Nonetheless, the Department still encounters many challenges and opportunities as it moves forward with its immigration mandate. In response, CIC will continue to focus on ensuring that the appropriate human resources, training and mitigation strategies are in place to address any current and emerging issues.

[1] More information can be found in the Statistics Canada paper at www.statcan.gc.ca/pub/11f0019m/11f0019m2008319-eng.pdf

Expenditure Profile

For the 2010–2011 fiscal year, CIC plans to spend $1,561.7 million to meet the expected results of its program activities. The table below illustrates CIC's spending trend from 2006–2007 to 2012–2013.

Departmental Spending Trend



Grants and Contributions

Total grants and contributions funding increased significantly between 2006–2007 and 2010–2011. This is primarily due to increased settlement funding for newcomers, and the transfer to the Department of funding related to the Multiculturalism Program. Grants and contributions for 2010–2011 amount to $969.3 million, or 63 percent of total planned spending. This level of spending continues into future years.

Operating Expenditures

Overall, operating funding remains relatively constant throughout the planning period. Although additional operating funding has been received for certain initiatives, any increases have been largely offset by the effects of government-wide reductions, transfers to other departments, and reductions due to foregone revenue.

Voted and Statutory Items ($ millions)

Vote # or Statutory item (S)		Current Main Estimates 2010–2011	Previous Main Estimates 2009–2010
1	Operating expenditures (Note 1)	514.8	447.4
5	Grants and contributions (Note 2)	969.3	866.9
(S)	Contributions to employee benefit plans	48.2	43.9
(S)	Minister of Citizenship and Immigration – Salary and motor car allowance	0.1	0.1
(S)	Loans to immigrants and refugees to facilitate the arrival of newcomers pursuant to section 88 of the *Immigration and Refugee Protection Act* (Non-Budgetary)	--	--
	Total Department	1,532.4	1,358.3

Note 1: Operating expenditures in Vote 1 increase by $67 million in 2010–2011 over the previous year, primarily due to additional funding of $47 million for the imposition of a visa requirement in Mexico and additional funding of $20 million to modernize the immigration system and manage the backlog.

Note 2: Grants and contributions in the previous Main Estimates did not include settlement and multiculturalism funding received through Supplementary Estimates in that year. Current Main Estimates also include additional funding of $20 million related to the Canada–Quebec Accord on Immigration.

SECTION II
Analysis of Program Activities by Strategic Outcome

This section describes CIC's strategic outcomes and provides details on program activities with the related performance indicators and targets, 2010–2011 planning highlights, and benefits for Canadians. This section also presents the financial and non-financial resources that will be dedicated to each program activity.

Strategic Outcome 1: Migration that significantly benefits Canada's economic, social and cultural development, while protecting the health, safety and security of Canadians

Performance Indicators	Targets
Income from all sources (investment, employment earnings, self-employment and employment insurance) for skilled worker principal applicants after three years compared to Canadian benchmark	Principal applicant income is stabilized and/or improved relative to the Canadian benchmark by 2012

Immigration plays a significant role in shaping Canadian society and developing Canada's economy. CIC continues to promote Canada as a destination of choice for talent, innovation, investment and opportunity, and welcomes hundreds of thousands of permanent residents, temporary foreign workers, international students and visitors to Canada each year. CIC's challenge is to manage this movement of people while balancing goals of economic, social and cultural development and protecting the health, safety and security of Canadians. In the face of considerable volumes of applicants in both the temporary and permanent immigration streams, CIC must develop strategies to manage the multiple priorities and goals of the Immigration Program.

Since the introduction of the Action Plan for Faster Immigration in the fall of 2008, CIC has reduced the pre February 27, 2008, backlog of federal skilled worker applications by over 30 percent and issued more than 10,000 visas for new applicants. The total federal skilled worker inventory, which includes those applications received both before and after February 28, 2008, has been reduced by 12 percent. With the legislative authority to limit the intake of new applications should the risk of new backlogs emerge, the Department has the means to ensure that the total federal skilled worker inventory continues to shrink and is eventually eliminated. In 2010–2011, CIC will build on this progress and continue to modernize the Immigration Program through analysis and monitoring of current programs and strengthened immigration planning. Key to this work will be a more robust process for establishing immigration levels over the medium term in collaboration with provinces and territories. This process will help balance competing priorities, in particular within the economic stream, and achieve greater predictability, as well as clarify roles and responsibilities related to the selection of immigrants.

CIC will maintain its commitment to family reunification and leadership in resettling refugees and people who need protection, thereby playing a significant role in upholding Canada's humanitarian tradition. CIC also works closely with the Department of Foreign Affairs and International Trade (DFAIT) to attract international students to Canada.

To protect Canadians and to ensure that the benefits of a more responsive immigration system are not undermined, CIC will also continue to fulfil its role of identifying applicants for permanent or temporary immigration who could pose security or health risks to the country. CIC's success relies on effective partnerships with other departments and organizations—such as the CBSA, the Royal Canadian Mounted Police (RCMP), the Canadian Security Intelligence Service (CSIS), the federal Department of Justice and Health Canada—and on CIC's own fraud detection and deterrence expertise.

To manage health issues related to immigration, CIC will continue to develop and implement risk mitigation strategies in cooperation with the Public Health Agency of Canada, provinces and territories, and other partner countries. Any residual public health risks regarding the transmission of infectious diseases will be mitigated through the medical surveillance of newly arrived permanent and temporary residents, as required.

Canada's Immigration Plan for 2010

The levels set out in Canada's immigration plan for 2010 reflect the important role of immigration in supporting Canada's economic growth and prosperity. In addition, the plan fulfils the objectives of the *Immigration and Refugee Protection Act* to reunite families and uphold Canada's international humanitarian obligations. To support Canada's economy as it recovers from the recession, the focus of the 2010 levels plan is on economic immigration. Further details on the ranges can be found in the *Annual Report to Parliament on Immigration 2009*.

Planning Ranges for 2010

Immigrant Category	Low Range	High Range
Economic Class		
Federal Selected	89,000	95,200
Federal Skilled Workers		[illegible]
Federal Business		[illegible]
Canadian Experience Class		[illegible]
Live-in Caregivers		[illegible]
Quebec-selected Skilled Workers*	28,400	29,500
Quebec Business*	1,900	2,100
Provincial and Territorial Nominees	37,000	40,000
Total Economic	156,300	166,800
Family Class		
Spouses, Partners and Children	42,000	45,000
Parents and Grandparents	15,000	18,000
Total Family	57,000	63,000
Protected Persons		
Government-assisted Refugees	7,300	8,000
Privately Sponsored Refugees	1,300	6,000
Protected persons in Canada and Dependants Abroad	9,000	12,000
Total Protected Persons	19,600	26,000
Others		
Humanitarian and Compassionate/Public Policy	7,000	9,000
Permit Holders	100	200
Total Other	7,100	9,200
TOTAL	240,000	265,000

* Since the publication of the annual Report to Parliament on Immigration 2009, the government of Quebec has updated the levels and ranges for Quebec Skilled Workers and for Quebec Business to 47,000–50,900 and 3,000–3,600 respectively. The increase will be accommodated within the overall planning ranges.

www.cic.gc.ca/english/resources/publications/annual-report2009/index.asp

Canada's Immigration Plan for 2010

The levels set out in Canada's immigration plan for 2010 reflect the important role of immigration in supporting Canada's economic growth and prosperity. In addition, the plan fulfils the objectives of the *Immigration and Refugee Protection Act* to reunite families and uphold Canada's international humanitarian obligations. To support Canada's economy as it recovers from the recession, the focus of the 2010 levels plan is on economic immigration. Further details on the ranges can be found in the *Annual Report to Parliament on Immigration 2009*.[1]

Planning Ranges for 2010

Immigrant Category	Low Range	High Range
Economic Class		
Federal Selected	89,000	95,200
Federal Skilled Workers	*75%*	
Federal Business	*10%*	
Canadian Experience Class	*3%*	
Live-in Caregivers	*12%*	
Quebec-selected Skilled Workers*	28,400	29,500
Quebec Business*	1,900	2,100
Provincial and Territorial Nominees	37,000	40,000
Total Economic	**156,300**	**166,800**
Family Class		
Spouses, Partners and Children	42,000	45,000
Parents and Grandparents	15,000	18,000
Total Family	**57,000**	**63,000**
Protected Persons		
Government-assisted Refugees	7,300	8,000
Privately Sponsored Refugees	3,300	6,000
Protected persons in Canada and Dependants Abroad	9,000	12,000
Total Protected Persons	**19,600**	**26,000**
Others		
Humanitarian and Compassionate/Public Policy	7,000	9,000
Permit Holders	100	200
Total Other	**7,100**	**9,200**
TOTAL	**240,000**	**265,000**

* Since the publication of the *Annual Report to Parliament on Immigration 2009*, the Government of Quebec has updated the admission ranges for Quebec Skilled Workers and for Quebec Business to 32,000–33,900 and 1,800–2,000 respectively. This increase will be accommodated within the existing total planning range.

[1] The annual report can be found at **www.cic.gc.ca/english/resources/publications/annual-report2009/index.asp**.

Program Activity 1 – Immigration Program[a]

Financial and Human Resources

	2010–2011	2011–2012	2012–2013
Planned Spending ($ millions)	**129.4**	136.2	139.3
Full-time Equivalents	**1,275**	1,259	1,266

Explanation of Change: Planned spending in 2011–2012 increases by $7 million over the previous year, mainly due to additional funding to modernize the immigration system and manage the backlog. This trend continues in 2012–2013 as planned spending rises another $3 million due to a further increase in the funding to modernize the immigration system and manage the backlog.

Expected Result
The arrival of permanent residents who contribute to Canada's economic, social and cultural development; and the protection of the health, safety and security of Canadians.

Performance Indicators	**Targets for 2010**
Labour market participation—employment rates for very recent immigrants (individuals who have been immigrants to Canada for less than five years) compared to the Canadian average	Improvement in participation rate relative to Canadian average by 2013
Number of permanent resident arrivals by category according to the immigration plan	Target ranges are set in the 2010 immigration plan

In 2010–2011, CIC will continue to focus on modernizing the Immigration Program and monitoring progress on the commitments of the Action Plan for Faster Immigration. Under 2008 amendments to the *Immigration and Refugee Protection Act*, the Minister of Citizenship and Immigration has the authority to issue instructions establishing priorities for processing certain categories of applications. To improve this process, CIC will analyse the impact of the first set of Ministerial Instructions,[b] including a gender-based analysis component, and continue to monitor the commitments and activities funded through Budget 2008. The Department will also continue to advance policy work to strengthen immigration planning and the federal skilled worker points system, and to address the alleged misconduct of third-party intermediaries (immigration consultants).

CIC aligns the selection of new immigrants with Canada's labour market needs, while supporting family reunification objectives. Labour market participation of new immigrants is an important indicator of the success of the Immigration Program. Employment also helps to accelerate a new immigrant's integration into Canadian society.

To protect the safety and security of Canadians, CIC will continue to work with the CBSA, the RCMP and CSIS to ensure the appropriate background screening of immigrants. With the support of public security and anti-terrorism funding, CIC will contribute to national and border security through the Permanent Resident Card Program, which provides permanent residents with a secure status document that complies with international travel document standards.

Through the ongoing management of health risks and by screening applicants for medical conditions that are likely to be a danger to public health and safety or are expected to cause excessive demand on health and social services, CIC will continue to ensure that immigration does not threaten the health and safety of Canadians.

[a] More information on CIC's Immigration Program can be found at **www.cic.gc.ca/english/department/paa/activity-01.asp**
[b] More information on Ministerial Instructions can be found at **www.cic.gc.ca/english/immigrate/skilled/apply-who.asp** and **www.cic.gc.ca/english/department/media/releases/2008/2008-11-28.asp**

Planning Highlights for 2010–2011

- Work with the provinces and territories, federal partners and stakeholder groups to develop options for improving planning for immigration levels and to establish a planning process that is more consistent and predictable while maintaining necessary flexibility.
- Complete the evaluation of the Federal Skilled Worker Program and begin the federal evaluation of the Provincial Nominee Program to guide the future direction of the programs and the Economic Class more broadly.
- Continue to work with partners and stakeholders to guide the development of Ministerial Instructions that support pan-Canadian immigration goals and support the commitments in the Action Plan for Faster Immigration.
- Implement policy changes to ensure that immigration consultants are adequately regulated in the public interest and in a manner that preserves the integrity of the Immigration Program.
- Develop options to adjust the points system to advance the development of an internationally competitive and domestically responsive immigration system. This can be accomplished by better aligning selection factors for the federal skilled workers with those attributes that lead to successful integration in the Canadian labour market.
- Continue to strengthen medical screening by improving risk management strategies to assess and screen immigrants and temporary residents effectively and rapidly.

Benefits for Canadians

Immigration continues to have a significant influence on Canadian society and economic development. The tens of thousands of permanent residents who arrive in Canada every year and begin building their new lives by integrating into their communities and the economy are enhancing Canada's social fabric and contributing to labour market growth. Changes that strengthen the integrity of the Immigration Program and that modernize and improve the immigration system will benefit Canada by more effectively targeting the skills needed by Canadian employers and admitting more quickly those individuals with needed skills, thereby strengthening the economy. Through family sponsorship, Canadians and permanent residents are able to reunite with family members.

Program Activity 2 – Temporary Resident Program[10]

Financial and Human Resources

	2010–2011	2011–2012	2012–2013
Planned Spending ($ millions)	**114.2**	109.8	119.4
Full-time Equivalents	**682**	642	656

Explanation of Change: Planned spending in 2011–2012 decreases by $4 million compared with the previous year. Although funding for the biometrics project increases, this increase has been offset by reduced funding for the imposition of a visa requirement on Mexico and the sunsetting of funding related to the International Experience Canada initiative.

In 2012–2013, planned spending increases by $10 million due to additional resources for the Temporary Resident Biometrics Project.

Expected Result

The arrival of temporary residents who contribute to Canada's economic, social and cultural development; and the protection of the health, safety and security of Canadians.

Performance Indicators	Targets for 2010
Number of foreign workers by skill level (arrivals)	Anticipated demand: 185,000 – 220,000 persons
Number of foreign students by level of education (arrivals)	Anticipated demand: 85,000 – 95,000 persons
Number of temporary resident visas issued	Anticipated demand: 820,000 visas
Number of temporary resident applications processed by category	Anticipated demand: 380,000 foreign worker applications 160,000 foreign student applications 1,025,000 visitor visa applications

The Temporary Foreign Worker Program (TFWP)—jointly administered by CIC, Human Resources and Skills Development Canada (HRSDC), the CBSA and the Quebec *Ministère de l'Immigration et des Communautés culturelles*—allows employers to hire foreign workers on a temporary basis when Canadians or permanent residents are not available. Changing demographics and growth in the economy resulted in a surge in the program between 2004 and 2008. Since 2004, admissions have increased by 71 percent in response to growing employer demand. Applications for temporary work permits diminished somewhat in 2008 and 2009 with the economic slowdown. As Canada's economy continues to recover in 2010, employer demand for temporary foreign workers is expected to remain strong in the next few years. CIC continues to make regulatory changes to the TFWP to address issues, such as program worker protection and employer compliance with program requirements.

Canada has introduced a number of initiatives to attract and retain international students, recognizing the economic, social and cultural benefits that international students bring to the country. In contrast to the recent decline in temporary foreign workers, the number of student admissions and demand for study permits actually increased during the recession. As part of Canada's commitment to attract international students, CIC will continue to support DFAIT in its efforts to promote Canada as a destination of choice for international students. Recent changes to work permit programs for international students during their term of studies and after graduation, combined with the launch of the Canadian Experience Class, will also serve as tools to attract and retain top students from foreign countries. In addition, CIC will continue implementation of a range of on-line services for international students. CIC will also work with provinces, territories and stakeholders to improve program integrity measures for international students who are participating in work permit programs to ensure that these students are primarily in Canada to study and are maintaining satisfactory academic standing.

In 2009, the Canadian visa offices in India partnered with the Association of Canadian Community Colleges to introduce the Student Partners Program. This pilot program has two main objectives: to increase the approval rate for study permit applications destined for participating colleges, and to ensure that Canada's immigration system is not abused or subjected to fraud through this program. The primary tools to meet these objectives are: (a) a streamlined but more demanding set of verifiable support documents; (b) a commitment by member

[10] More information on CIC's Temporary Resident Program can be found at **www.cic.gc.ca/english/department/pas/activity-02.asp**

colleges to report back concerning the attendance status of students; and (c) single points of contact and dedicated communication channels to manage information flow. To date, the pilot program has been extremely successful. The 20 participating institutions have seen significant improvements in both processing times and approval rates for study permits issued, with relatively few cases of concern for abuse or fraud.

It is important to highlight that entries under temporary resident streams (workers, international students and visitors) are largely driven by demand and fluctuate from year to year. In 2008, CIC received visitor visa applications from over one million people, temporary foreign worker applications from almost 376,000 people and student applications from over 165,000 people. Applications in temporary streams are often time-sensitive, and there are no planned targets (minimum or maximum number of arrivals) nor is there a mechanism to limit the number of applications received. As a result, changes in volumes for temporary streams can affect CIC's overall processing capacity, increase processing times and constrain the ability to deliver on permanent resident targets. To ensure CIC delivers on permanent resident targets, CIC assigns locally engaged staff and temporary duty resources to alleviate additional seasonal pressures in the temporary resident streams.

Addressing concerns for border integrity and security, Canada announced funding, in Budget 2008, to introduce the use of biometrics data to verify the identity of foreign nationals in the visa-issuing process. The Temporary Resident Biometrics Project will strengthen identity management by making relevant and reliable identity information available to CIC visa officers and CBSA border officers; reduce the likelihood that known inadmissible persons gain entry to Canada; reduce program abuses; and facilitate the processing of legitimate travellers to Canada from countries requiring visas.[1] Under the auspices of the Five Country Conference, the governments of Canada, the United States, the United Kingdom, Australia and New Zealand signed a joint declaration to pursue biometric data sharing for immigration purposes[2].

Planning Highlights for 2010–2011

- Finalize and implement TFWP regulatory changes to improve program worker protection and encourage employer compliance with program requirements. Live-in caregivers will benefit from these changes, as well as from planned regulatory changes intended to facilitate their transition to permanent residence.
- Pursue additional analysis on further program integrity measures for the TFWP to ensure that it meets the needs of the Canadian labour market, protects temporary workers from exploitation and reinforces employer compliance with the program.
- Continue to support efforts to attract and retain international students while maintaining program integrity.
- Focus on completing detailed planning to implement the project and to explore future options for biometric implementation.

Benefits for Canadians

Temporary foreign workers make economic, social and cultural contributions to Canada. They help generate growth for a number of Canadian industries by meeting short-term and acute needs in the labour market that could not easily be filled by the domestic labour force. International students contribute economically as consumers and help to enrich the fabric of Canadian society and culture through their diverse experiences and talents. Once experienced and trained in Canada, certain temporary workers and international students represent a key talent pool to be retained as immigrants through programs like the Canadian Experience Class. Tourists create a demand for services in the hospitality sector, while Canadian businesses benefit from the specialized expertise of business visitors.

The implementation of the Temporary Resident Biometrics Project will allow overseas visa officers and border service officers to make informed decisions based on accurate identity and immigration admissibility information, and it will permit border service officers to verify applicants' identity at Canada's ports of entry. As a result, the Government of Canada will be in a better position to reduce identity fraud, enhance the safety and security of Canadians through strengthened criminality screening, and facilitate the processing of legitimate applicants by confirming identity promptly.

[1] For a list of countries requiring visas, visit **www.cic.gc.ca/english/visit/visas.asp**
[2] More information can be found at **www.cic.gc.ca/english/department/atip/pia-fcc.asp**

Strategic Outcome 2: International recognition and acceptance of the principles of managed migration consistent with Canada's broader foreign policy agenda, and protection of refugees in Canada

Performance Indicators	Targets
Number of protected persons and Convention refugees granted permanent residence	19,600 to 26,000 persons, as identified in the 2010 immigration plan
Percentage of positions initiated or supported by Canada that are eventually reflected in international policy debate	CIC responds to ad hoc requests

The overarching objectives of CIC's second strategic outcome are to promote the Canadian vision of managed migration internationally and to offer Canada's protection to those in need. Managed migration has long-term benefits, such as minimized risks for the countries of destination as well as the migrants; viable programs that address labour market issues and demographics; and improved economic benefits for all stakeholders. Internationally, migration and humanitarian issues continue to gain the attention of governments, bilateral and multilateral forums, non-governmental organizations, and academic and other research institutes. CIC is expanding its leadership role in framing and advancing important international migration policy, protection and governance dialogues. These dialogues explore the links between migration policy and development assistance, health, environment, trade and human capital flows. Given the complexity of these links, CIC works in partnership, both domestically and internationally, to develop and implement a strategic agenda on global migration and protection, and to identify opportunities for advancing Canada's policy and program priorities.

According to the United Nations High Commissioner for Refugees (UNHCR), at the end of 2008, there were some 42 million forcibly displaced people worldwide, including 15.2 million refugees and 827,000 asylum-seekers (pending cases). Canada partners with other countries and with international and civil society organizations to come to the aid of displaced individuals. Canada works closely with the UNHCR to search for durable solutions for refugees, especially those in protracted refugee situations. Every year, Canada resettles 10,000 to 12,000—or one out of every 10—of the refugees resettled globally, and offers protection to many more who come to Canada seeking refugee protection. CIC will continue to engage with stakeholders, both domestically and internationally, to develop and implement timely, efficient and effective refugee protection policies and programs.

Program Activity 3 – Canada's Role in International Migration and Protection

Financial and Human Resources

	2010–2011	2011–2012	2012–2013
Planned Spending ($ millions)	**4.0**	4.0	4.0
Full-time Equivalents	**18**	18	18

Expected Result
Canada influences the international policy debate as part of its responsibilities with respect to international migration and refugee protection.

Performance Indicators	**Targets for 2010**
Number and description of new or renewed international agreements and/or other arrangements led, undertaken or established (multilateral, regional, bilateral, including international organizations)	CIC responds to ad hoc requests; not possible to forecast demand accurately

For the period 2010–2013, CIC will continue to refine its strategy for international engagement. The Department will also define its strategic migration policy agenda for targeted international regions, and it will manage and direct Canada's participation in key international forums regarding migration. CIC will continue to represent Canada's immigration interests in major international meetings and negotiations; it will effectively align departmental and government positions and engage other governments by encouraging mutually beneficial exchanges that promote increased understanding of migration trends and perspectives. CIC will also continue to monitor international developments that affect the arrival of refugees in the country and expand its international asylum dialogue with other governments. Canada will continue to support the search for durable solutions to refugee situations internationally, in particular protracted refugee situations, through multilateral organizations and other diplomatic channels.

Planning Highlights for 2010–2011

- Promote a shared and coherent understanding of migration policies and perspectives across federal departments by continued use and development of the Interdepartmental Migration Group, and by encouraging mutually beneficial exchanges with other governments to increase understanding of migration trends and perspectives.
- Continue to define priorities to enhance international engagement and foster greater coherence between CIC's international policy and operations through a new CIC International Strategy. A new governance body will coordinate international engagement from across the Department, including mechanisms for sharing information and intelligence. The Strategy will develop coherent positions and specify priorities to guide CIC engagement internationally at multilateral, regional and bilateral levels.
- In consultation with other government departments, define and articulate Canada's position on migration and refugee-related issues.
- As part of the International Strategy, manage relationships with key regional and international organizations, participate in select migration forums to contribute to international agenda setting, and manage Canada's contribution to and membership in identified strategically important organizations under the Migration Policy Development Program.
- Identify opportunities for international partnerships and stakeholder engagement to advance Canadian interests, especially with regard to development of visa policy, information sharing based on decision-making needs, new technology and promotion of managed migration.

- Assist other countries, through partnerships, by promoting managed migration with an emphasis on the individual country implementing: clear sets of rules to govern legal entry and confirm legal status in the country; clear sets of rights and responsibilities; and processes for secure and efficient screening of all immigrants.
- Provide policy and program guidance, with respect to the refugee claimant population, for the implementation of the existing agreements between Canada and the United States (the Asylum Annex[25]), and Canada and other nations under the Five Country Conference.
- Participate in key international forums, such as the UNHCR Executive Committee, to advance Canadian positions on forced migration issues.
- Identify opportunities for international partnerships and stakeholder engagement to advance Canadian refugee protection objectives, especially with regard to finding solutions for refugees in protracted situations.[26]
- Partner with other states to assist them in developing capacity to create or enhance refugee resettlement and asylum programs, thus contributing to the expansion of international protection space.

Benefits for Canadians

Developments in international migration affect Canada's economic, social and cultural fabric, as well as the capacity to travel and conduct trade internationally. Policies and programs that affect the international movement of people—across Canada's borders and outside them—also have a direct bearing on the safety and security of Canada and Canadians at large, whether they are at home or travelling abroad.

Canada, as a recognized international leader in migration management, has the opportunity and responsibility to play a strategic role in global migration forums. In recent years, as more countries have developed immigration and refugee programs, the profile of migration management has risen steadily—a trend that is expected to continue, if not accelerate—and is likely to lead to increased competition for skilled migrants.

Through its active participation in international forums, Canada demonstrates leadership in the areas of refugee protection, human rights and the promotion of cultural diversity. This leadership supports efforts to ensure greater human security and to influence the international policy agenda related to migration management and protection. It ensures that Canada can continue to shape the future of its immigration and refugee programs, as well as preserve its ability to set immigration policies to meet its economic, social, cultural and humanitarian objectives, in accordance with its legal and international obligations. It will also permit Canada to foster better-managed migration principles internationally by sharing its insights, experience and vision. Canada's continued involvement in international forums will strengthen intergovernmental relationships and international networks, particularly with the United States, Mexico, and Central American and European states.

More information on this document can be found at **www.cic.gc.ca/english/department/laws-policy/smu/annex1-bkgrnd.asp**.

"Protracted refugee situations" refers to populations who are in situations of refugee displacement for more than five years, without prospects of durable solutions. For more information, consult the UNHCR website at **www.unhcr.org**.

Program Activity 4 – Refugee Program[15]

Financial and Human Resources

	2010–2011	2011–2012	2012–2013
Planned Spending ($ millions)	**102.4**	80.3	80.3
Full-time Equivalents	**113**	108	108

Explanation of Change: Planned spending under the Refugee Program includes expenditures to cover health care for refugee claimants under the Interim Federal Health Program. Spending for the Interim Federal Health Program is expected to be at the same level or higher than 2010–2011 and previous years. However, the planned spending table for 2011–2012 and beyond does not yet reflect these additional requirements.

Expected Result	
Persons in need of protection and Convention refugees are protected by Canada by upholding our international obligations and humanitarian traditions, while protecting the health, safety and security of Canadians.	
Performance Indicators	**Targets for 2010**
Number of protected persons and Convention refugees granted permanent residence by category	CIC to admit refugees and protected persons in numbers that align with 2010 Immigration Levels Plan ranges: 19,600-26,000

Canada has a long history as a tolerant, compassionate and humanitarian nation, and lives up to these values through the Refugee Program. As a signatory to the *1951 Convention relating to the Status of Refugees*, the 1967 Protocol and the *Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment*, Canada has a legal obligation to provide safe haven to individuals in need of protection. This obligation is reflected in the *Immigration and Refugee Protection Act*. With non-governmental partners, Canada operates one of the largest refugee resettlement programs in the world. The growing role of the private sponsorship community within the Canadian resettlement program is indicative of the commitment among Canadians to humanitarian work.

CIC has set a target range for admissions in 2010 of 7,300–8,000 for government-assisted refugees and 3,300–6,000 for privately sponsored refugees. Programs and policies related to the Resettlement Program will continue to be reviewed, in cooperation with partners and stakeholders, to improve refugee settlement outcomes.

For 2010, CIC anticipates that 9,000–12,000 individuals in Canada and their dependants abroad will be granted permanent residence in Canada as Convention refugees or persons in need of protection. These targets are based on the number of claims made in previous years and the number of claims anticipated to be finalized by the Immigration and Refugee Board.[16] The asylum system faces a number of challenges, including a growing inventory that results in longer processing times. In response, Canada has taken measures to address processing times to ensure applicants' needs are being met in a timely manner. In 2010–2011, CIC will continue to focus on reviewing policies and programs for refugees and protected persons in order to provide protection where needs are greatest and to ensure program integrity.

The Interim Federal Health (IFH) Program provides temporary health coverage for refugee claimants, asylum seekers, Convention refugees, victims of human trafficking and persons under detention by the CBSA. Coverage is provided to those who demonstrate a

[15] More information on CIC's Refugee Program can be found at **www.cic.gc.ca/english/department/paa/activity-04.asp**.
[16] More information on the Immigration and Refugee Board can be found at **www.irb-cisr.gc.ca/eng/pages/index.aspx**.

financial need and do not qualify for provincial or territorial health coverage. Through a network of 18,000 registered health-care providers across Canada, the IFH Program will continue to provide coverage to approximately 110,000 beneficiaries. Pressure arising from the costs of the IFH Program continues to grow as a result of the increase in the number of refugee claimants and extensions in the period of coverage due to longer processing times. If this situation continues, CIC expects additional increases in the cost of the program in the coming years. In 2010–2011, CIC will review its IFH Program and related policies as it continues to strengthen the accountability framework.

Planning Highlights for 2010–2011

- Continue to develop policies, programs and process options to enhance the timeliness, efficiency and effectiveness of the in-Canada refugee protection system.
- Develop additional client-centred programs to better meet the resettlement needs of refugees.
- Continue the evaluation of the Government-assisted Refugee Program.
- Review the Private Sponsorship of Refugees Program to identify challenges and solutions.
- Collaborate with partners to build a system to facilitate the electronic exchange of information on asylum applicants with international partners.
- Continue to strengthen the accountability framework for the IFH Program and advance the implementation of service improvement measures through streamlined program tools, forms and processes, and internal and external communications.
- Transition into a new contract for the administration of claims from medical providers for the IFH Program.
- Build an integrated approach for predeparture medical screening and post-arrival health interventions.
- Engage health partners regarding the high health-service needs of refugees from protracted refugee situations.

Benefits for Canadians

Promoting human rights and refugee protection has been an expression of Canada's humanitarian tradition since the Second World War. CIC plays a significant role in upholding Canada's international obligations and humanitarian tradition with regard to refugees, and promotes Canadian values of democracy, freedom, human rights and the rule of law. Strengthening Canada's refugee programs and demonstrating its continued leadership in refugee protection, human rights and the promotion of cultural diversity, through active participation in various international and regional forums and partnerships, will support Canada's broader contributions to a safe and secure world.

Strategic Outcome 3: Successful integration of newcomers into society and promotion of Canadian citizenship

Performance Indicators	Targets
Income from all sources (investment, employment earnings, self-employment and employment insurance) for all immigration categories after five years and after 10 years, compared to Canadian benchmark	Improvement in immigrant incomes relative to Canadian average by 2012
Social participation measured by donor and volunteer rates	Maintain or improve on current levels of 80% giving and 20% volunteerism by immigrants
Increased participation of new and established Canadians in citizenship events	15% of citizenship events will be held off-site annually by 2011

CIC develops policies and programs to support the settlement, refugee resettlement and longer-term integration of newcomers into Canadian society and acquisition of citizenship. Settlement policies and programming, developed through the Integration Program, set the stage for newcomers' participation and contribution to Canada. As immigrants and refugees seek to overcome challenges specific to settling in a new country, settlement programming provides support to maximize newcomers' potential and realize their aspirations, eventually leading to their full participation and citizenship in Canadian society. In Canada, welcoming newcomers and assisting with settlement and longer-term integration is a shared effort; the achievement of this strategic outcome, therefore, depends on partnerships and contributions from the federal government, provinces, territories, employers, service providers, community organizations and others.

To better support the integration of newcomers into Canadian society, the Multiculturalism Program has three objectives: to build an integrated, socially cohesive society; to improve the responsiveness of institutions to the needs of a diverse population; and to actively engage in discussions on multiculturalism and diversity at the international level.

The acquisition of citizenship is a significant step in the integration process, as it invests newcomers with the full range of Canadian rights and responsibilities and fosters their sense of belonging to Canada. This process takes place in the context of a broader sense of citizenship that is shared by all Canadians. Supporting citizenship involves providing an environment where civic participation and the expression of identity are fostered through various tools for promoting and celebrating citizenship and through enhancing the meaning of Canadian citizenship. CIC will continue its efforts to promote Canadian citizenship and its meaning and integrity. The objective is to increase civic literacy and a sense of belonging for both new immigrants and individuals who are Canadian-born. To that effect, greater focus is being brought to Canadian values and history, institutions that shape Canada, and the rights and responsibilities associated with Canadian citizenship.

Program Activity 5 – Integration Program[17]

Financial and Human Resources

	2010–2011	2011–2012	2012–2013
Planned Spending ($ millions)	**1,013.4**	1,023.2	1,023.2
Full-time Equivalents	**415**	414	415

Explanation of Change: Planned spending in 2010–2011 is $10 million lower than in subsequent years due to a temporary transfer to other program activities to support the implementation of the Global Case Management System.

Expected Result	
Newcomers contribute to the economic, social and cultural development needs of Canada.	
Performance Indicators	**Targets for 2010**
Labour market participation—Employment rate compared to Canadian average after five years and after 10 years	Improvement in participation rate relative to Canadian average by 2012

Canada's approach to integration is one that encourages a process of mutual accommodation and adjustment by both newcomers and the larger society. Newcomers' understanding of and respect for basic Canadian values, coupled with Canadians' understanding of and respect for the cultural diversity that newcomers bring to Canada, is fundamental to this approach. As well, the cooperation of governments, stakeholders and other players, such as employers and volunteers, in providing newcomers with the support they need for successful economic and social integration helps Canada realize the full benefits of immigration.

Through agreements with CIC, British Columbia, Manitoba and Quebec are responsible for the design, delivery and administration of settlement services in their respective jurisdictions, supported by federal funding. In all other jurisdictions, CIC manages settlement services, with different forms of co-management in Alberta and Ontario. CIC will continue to support the settlement, resettlement, adaptation and integration of newcomers to Canada by moving toward the full implementation of a modernized approach that is outcome-based and responsive to newcomer needs.[18] Enhanced delivery of orientation, adaptation and language programs will: provide support and services to assist in the settlement and long-term integration of newcomers; help newcomers contribute to the economic, social, cultural and civic development needs of Canada; and encourage participation by a range of players, such as employers and volunteers, in the provision of settlement services and the fostering of welcoming communities for newcomers.

The development of tools to measure the impacts of settlement and resettlement programs will further strengthen public confidence in Canada's support to newcomers, including refugees. Engaging stakeholders in formal program evaluations and in the development of performance measurement indicators will ensure that partners delivering programs understand their accountability for enhancing the efficiency and effectiveness of CIC-funded programs, and for promoting social inclusion.

Canada's Economic Action Plan

After the First Ministers' Meeting in January 2009, Canada's Economic Action Plan (CEAP)[19] committed to supporting CIC's Foreign Credentials Referral Office (FCRO)[20] and the Foreign Credential Recognition Program of HRSDC, in partnership with provinces and territories, to develop a pan-Canadian framework on foreign credential recognition. This framework will support the efforts of governments in the development of a common approach to foreign credential recognition, including timely assessment and recognition. This approach would enable internationally trained individuals to be better and more quickly integrated in the Canadian labour market, and at levels commensurate with their skills and experience. The CEAP allocated $50 million over two years to CIC and HRSDC.[21] Of this amount, CIC received $13.7 million for 2009–2011.

[17] More information on CIC's Integration Program can be found at **www.cic.gc.ca/english/department/paa/activity-05.asp**.
[18] For more information on the modernized approach, see **www.cic.gc.ca/english/department/paa/activity-05.asp#approach**.
[19] More information on CEAP's foreign credential recognition can be found at **www.actionplan.gc.ca/initiatives/eng/index.asp?mode=5&initiativeID=76**.
[20] For more information on the FCRO, see **www.credentials.gc.ca**.
[21] More information on Budget 2009 can be found at **www.budget.gc.ca/2009/plan/bptoc-eng.html**.

In 2010–2011 and beyond, the FCRO will continue to work with its federal partners, provinces and territories, and key stakeholders to ensure the success of the framework's implementation, beginning with initial target occupations by December 2010. The FCRO will play an important role in the development of tools and initiatives that will improve pre-arrival information and processes, beginning overseas, for regulated occupations, where feasible. Implementation of the framework will include reporting by all parties.

In expanding and enhancing its pre-arrival and overseas services, the FCRO will build on current Government of Canada offerings in India, China and the Philippines by October 2010. The services will be extended to a broader group of immigrants, including both the federal skilled worker and provincial nominee categories and their dependants. These services will be expanded to the United Kingdom (London) in 2011, which will include off-site and virtual services to the British Isles, Scandinavia and the Persian Gulf. The FCRO is currently developing indicators to measure the performance of the pre-arrival and overseas services.

The FCRO will strengthen on-line offerings to share best practices and expand integration services and tools for newcomers through the development and launch of a website, the Pan-Canadian Information Centre. The FCRO will continue to work with key stakeholders, including provinces and territories, regulatory bodies, post-secondary institutions, employer associations, and immigrant-serving organizations, to develop the website, which is scheduled to be launched in December 2010.

Planning Highlights for 2010–2011

- Continue the development of policies and programs in support of a more focused, outcome-based approach to settlement and longer-term integration through a review of settlement and integration programming.
- Implement action items from the evaluations of the Language Instruction for Newcomers to Canada Program, the Immigrant Settlement and Adaptation Program, the Host Program and the Welcoming Communities Initiative.
- Continue the development of a performance measurement strategy for settlement programming and work with provinces and territories to develop a set of common performance indicators that support the comparable assessment and public reporting of program and newcomer results. This will allow CIC to enhance progress and outcomes measurement within the Settlement Program.
- Work with the Government of Ontario to develop the successor arrangement that builds on the accomplishments of the Canada–Ontario Immigration Agreement (COIA)[22] and continue to support positive settlement outcomes for newcomers to Ontario.
- Continue the Language Training Vouchers pilot project, which began in 2009–2010. This initiative includes tracking applicants for one year (or until the end of the pilot in January 2011) to measure the impact of the vouchers on the language training uptake rate.
- Develop on-line tools and training to improve delivery of language programming.
- Enhance communication products for newcomers as they relate to settlement.
- Develop a horizontal policy approach and engage new partners for the Welcoming Communities Initiative and Community Connections stream in support of the modernized Settlement Program using findings from the recent departmental evaluation.
- Continue working with key partners to implement CIC's *Strategic Plan to Foster Immigration to Francophone Minority Communities*[23] to promote greater access to settlement services for official language minority communities to foster immigration to these communities.
- Begin implementation, in 2010, of an overseas strategy to offer in-person orientation sessions to specified Economic Class applicants in key source countries regarding foreign credential recognition processes and the Canadian labour market.

[22] For more information on the COIA, see **www.cic.gc.ca/english/department/laws-policy/agreements/ontario/index-ont.asp**.
[23] More information on the strategic plan can be found at **www.cic.gc.ca/english/department/paa/activity-05.asp**.

- Consistent with commitments from previous evaluations of the Resettlement Assistance Program[24] and Private Sponsorship of Refugees Program,[25] continue development of performance indicators, data collection strategies and an implementation plan in support of the Resettlement Performance Measurement Framework, scheduled for completion in 2010–2011, and undertake these activities in consultation with sponsorship agreement holders and service provider organizations.

Benefits for Canadians

CIC's Integration Program is an integral part of Canada's immigration system and contributes to creating an integrated society. The successful settlement of newcomers influences their long-term success in Canada and, ultimately, has an impact on all Canadians. In addressing newcomers' needs, CIC helps them to realize their goals and make enduring contributions to their new communities and to Canadian life. Newcomers' participation and contributions help enrich Canada's society, economy and communities, to the benefit of the country's prosperity.

Program Activity 6 – Citizenship Program[26]

Financial and Human Resources

	2010–2011	2011–2012	2012–2013
Planned Spending ($ millions)	**62.0**	60.8	54.5
Full-time Equivalents	**421**	421	418

Explanation of Change: Planned spending in 2012–2013 is $6 million lower than the previous year, primarily due to the sunsetting of funding for the Community Historical Recognition Program.

Expected Result	
Citizens' full participation in Canadian society.	
Performance Indicators	**Targets for 2010**
Number and percentage of people who take up citizenship from permanent residence	Maintain or improve on current rate of 85% of permanent residents who become naturalized citizens
Number of citizenship grant and proof applications processed—positive and negative decisions	Minimum of 170,000 grants and 38,000 proofs

Changing immigration patterns have generated significant growth in cultural and religious diversity in Canada. Although Canada has successfully embraced diversity as a source of strength, challenges associated with integration remain. For 2010–2011, work will continue on implementing the Department's new multiculturalism objectives with the ultimate goal of building an integrated society where all citizens can participate to their full potential.

Canada has one of the highest naturalization rates in the world, which is a strong indicator of the recognition of the value of Canadian citizenship. Given the high demand for citizenship services and other factors, such as changing rules for dual citizenship in other countries, the number of applications for citizenship grants and proofs has exceeded current processing capacity levels. The inventory of proof applications, in particular, is at an all-time high and exceeds one year's processing capacity. In addition, proof application intake is expected to remain high in 2010–2011, given the ongoing impacts of the coming into force, in April 2009, of Bill C-37. This bill restored citizenship to many people who had previously lost it and gave Canadian citizenship to children who never had it and who were born outside Canada in the first generation to a Canadian parent. CIC will continue to explore measures that will bring greater efficiency to program delivery and client service, including ways to streamline processing using web-based tools.

[24] More information on the evaluation can be found at **www.cic.gc.ca/english/resources/evaluation/rap-summary.asp**.
[25] More information on the evaluation can be found at **www.cic.gc.ca/english/resources/evaluation/psrp/psrp-summary.asp**.
[26] More information on CIC's Citizenship Program can be found at **www.cic.gc.ca/english/department/paa/activity-06.asp**.

Citizenship is not only about legal status, but also about civic pride, participation, knowledge and endorsement of fundamental Canadian values. Accordingly, CIC has developed a Citizenship Action Plan comprising various initiatives to enhance the meaning of Canadian citizenship and the integrity of the Citizenship Program. To that effect, CIC launched in November 2009 its revised citizenship guide used by citizenship applicants to study for the knowledge test. The new guide puts more emphasis on Canadian values, history and institutions, as well as the rights and responsibilities associated with Canadian citizenship. Accordingly, CIC is revising the citizenship knowledge test to align it with the new study guide and is examining ways to ensure adequate proficiency in English or French. The Citizenship Action Plan also aims to improve program efficiency and build on progress already achieved, such as implementation of a strengthened evidence-based policy framework and amendments to the *Citizenship Act* to address specific citizenship issues.

Planning Highlights for 2010–2011

- Develop and implement a new citizenship test[27] that aligns with the new citizenship study guide. [28]
- Develop policies and programs to improve program integrity and to protect the value of Canadian citizenship, including ways to ensure adequate language proficiency of newcomers. This will involve a review of current program activities to identify risks and opportunities. For example, to protect the value of citizenship, promotion activities will be reviewed to articulate more clearly the values, rights and responsibilities of Canadian citizenship; to improve program integrity, CIC will implement measures to reduce the incidence of fraud in the Citizenship Program.
- Launch the Multiculturalism Program grants and contributions funding guidelines that address new program objectives. Emphasis will be placed on supporting projects that help to build bridges between communities; promote intercultural understanding; foster citizenship, civic memory and respect for core democratic values; and promote equal opportunity for Canadians of all origins.
- Build on existing initiatives on Holocaust education and to combat anti-Semitism while working to implement the *London Declaration on Combating Antisemitism*[29] as part of a broader approach to combating all forms of racism. This includes Canada hosting the 2010 conference of the Interparliamentary Coalition for Combating Antisemitism.
- CIC has undertaken an initiative to align all citizenship processing modernization activities against the service modernization agenda and other major projects, such as the Global Case Management System and the Temporary Resident Biometrics Project. This initiative will support priority setting, senior management decision making and effective staging and implementation of improved processing activities.

Benefits for Canadians

Canadian citizenship, with its inherent rights and obligations, is the shared status that brings Canadians together and forms the foundation of Canada as a nation. The Citizenship Program contributes to a diverse society that promotes multiculturalism and social cohesion. This is achieved by granting citizenship to eligible newcomers and by enhancing the values and promoting the rights and responsibilities of Canadian citizenship for all Canadians.

Promotional activities—such as Celebrate Citizenship Week, the Citation for Citizenship Award, reaffirmation ceremonies and citizenship ceremonies that take place in community settings—contribute to a wider appreciation of the value of citizenship and a shared sense of belonging and attachment to Canada for all Canadians. CIC encourages the participation of all Canadians in fostering an integrated society by supporting public education and promotional activities that address all forms of racism and promote historical and intercultural understanding. These types of initiatives help Canadians gain knowledge, develop strategies, and address challenges and opportunities related to multiculturalism, intercultural understanding, facing and learning about Canadian history, civic memory and pride, respect for core democratic values, and promotion of equal opportunity for all Canadians. The ultimate benefit is a more integrated and socially cohesive Canadian society.

[27] For more information on the citizenship test, visit **www.cic.gc.ca/english/citizenship/cit-test.asp**.
[28] For more information on the citizenship guide, visit **www.cic.gc.ca/english/resources/publications/discover/index.asp**.
[29] More information on the declaration can be found at **www.communities.gov.uk/documents/corporate/pdf/1151284.pdf**.

Internal Services

Financial and Human Resources

	2010–2011	2011–2012	2012–2013
Planned Spending ($ millions)	**136.3**	135.3	135.9
Full-time Equivalents	**1,091**	1,091	1,091

CIC's internal services are groups of activities and resources that help the Department achieve its strategic outcomes. Internal services apply across CIC and are not linked specifically to a program. These services include management and oversight, communications, legal, human resources management, financial management, information management, information technology, real property, materiel, acquisition, and travel and other administrative services.

To ensure that CIC delivers quality external services and provides results to Canadians and international clients, employees must be supported with quality internal services. In 2010–2011, CIC will continue to implement its internal service agenda by developing standards for internal services to provide staff with a framework of accountability and transparency so they know what they can expect from such services. CIC will also continue to work toward implementation of periodic measurement of client satisfaction to ensure that internal services are designed around employee needs and continuously evolve in response to client feedback.

Planning Highlights for 2010–2011

- Institute systematic processes for management oversight of program activities and performance, and strengthen planning and the performance measurement framework to ensure a stronger focus on results.
- Develop, by 2011, a long-term investment plan that covers assets and acquired services, as required by the Treasury Board Secretariat *Policy on Investment Planning*.

SECTION III
Supplementary Information

Supplementary Information Tables

The following tables can be found on the Treasury Board Secretariat website at **www.tbs-sct.gc.ca/rpp/2010-2011/info/info-eng.asp**.

Details on Transfer Payment Programs

Up-front Multi-year Funding

Green Procurement

Internal Audits

Evaluations

Sources of Non-respendable Revenue

Status Report on Major Crown Projects

Other Items of Interest

Health Risk Mitigation

There are many challenges with regard to effective management of health issues related to immigration. To respond to some of these challenges, CIC will continue to screen applicants for medical conditions that are likely to be a danger to public health or public safety, or be expected to cause excessive demand on health and social services. CIC will also review some of its policies on infectious diseases to look for innovative ways of reducing the risk of transmission and to provide better access to treatment for high-risk situations. CIC will also continue to work on the definition of the term "Danger to Public Health."

In cooperation with its international partners, CIC will work on enhancing the reliability of the immigration medical examination process by implementing new quality assurance tools; it will also collaborate on developing strategies to improve the reliability of the tuberculosis diagnostic and treatment services available through a network of service providers around the world. CIC will continue to strengthen its relationships with the Public Health Agency of Canada and provincial and territorial public health authorities to manage health. As well, CIC will continue reporting to Canadian provincial and territorial public health authorities on admissible applicants with inactive pulmonary tuberculosis (IPT), complex IPT or other complex non-infectious tuberculosis for medical management.

Metropolis

CIC will continue to support the work of Metropolis,[xi] an international network for comparative research and public policy development on migration, diversity and integration in cities in Canada and around the world. In 2010–2011, Metropolis will organize international and national conferences as well as highly focused, policy-relevant events, presentations and seminars that will bring together policy makers, academics and non-governmental sector participants to discuss emerging issues in the fields of immigration and diversity.

CIC Research Activities

Objective and timely research is a prerequisite to making informed decisions for policy action and program development. CIC will continue to conduct strategic research in areas such as labour market responsiveness and economic indicators, language acquisition and literacy, citizenship and social integration, refugee sponsorship relationships, and linkages across programs and immigration streams. With the recent transfer of the Multiculturalism Portfolio to CIC, the Department will integrate the program's research needs into the CIC research plan.

[xi] For more information on the Metropolis project and its activities, visit **http://metropolis.net**

Gender-based Analysis at CIC

Under the *Immigration and Refugee Protection Act*, CIC is accountable to Parliament for conducting gender-based analysis on the impact of the Act and its regulations. A range of gender-based analysis initiatives are planned for 2010–2011, including a review of the Strategic Framework for Gender-Based Analysis (2005–2010), which will identify new directions for incorporating gender-based analysis within CIC's legislative, policy and operational activities. In cooperation with the Metropolis Project, CIC will continue to monitor, support and encourage the dissemination of gender-based research, including the collection and analysis of gender-disaggregated data. Evaluations conducted by CIC will provide findings for both genders in areas such as client needs, program participation rates and program outcomes.

Gender-based analysis will also be conducted to ensure that gender considerations are taken into account in the development of new policy, program and legislative frameworks and tools. Such analysis will help remove integration barriers for immigrants and refugees, and it will support the participation of all Canadians in fostering an integrated society. In addition, outcomes following the implementation of the first set of Ministerial Instructions on federal skilled workers will be analysed on a gender-disaggregated basis. For more information on CIC's plans and activities with respect to gender-based analysis, consult the *Annual Report to Parliament on Immigration 2009*.[xi]

[xi] The annual report can be found at www.cic.gc.ca/english/resources/publications/annual-report2009/index.asp